

## 15-000 D. CAL-LEARN REFERRAL AND ORIENTATION

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### Running WTW Exemptions & Referral to Cal-Learn

Eligibility Staff shall refer all non-exempt pregnant and parenting teens who receive CW assistance to the Cal-Learn program. Refer to Processing Guide 15-000.A1 in the Eligibility Essentials SharePoint site.

Please refer to the following How To documents for related CalWIN processes:

- [How To # 248 Running Employment Services Exemptions](#)
- [How To # 220 WTW Referral Process for Eligibility Staff](#)

Cal-Learn (CL) Program referrals are processed through the following actions:

Process	Action
Eligibility Referral	<p>Upon determining mandatory or voluntary CL participation:</p> <ul style="list-style-type: none"><li>• The Human Services Specialist (HSS) is required to ensure the CL Registration Status is “Registered” in the Employment Services subsystem of CalWIN;</li><li>• The HSS is required to complete case assignment to the PT00 Cal-Learn Scheduling caseload.</li></ul> <p><b>Reference:</b> <a href="#">How To # 220 WTW Referral Process for Eligibility Staff</a></p>
CalWIN Entries	<ul style="list-style-type: none"><li>• Check Alerts daily for Cal-Learn referrals on the Display Alert Summary window in CalWIN;</li></ul> <p>Alert “Orientation Needed for Cal-Learn” will be displayed on the Display Alert Summary window.</p> <p><b>Reference:</b> <a href="#">How To #221 WTW Referral Process for Employment Staff</a></p> <ul style="list-style-type: none"><li>• Refer and schedule the participant to a Cal-Learn Orientation appointment.</li></ul>

	<b>Reference:</b> <a href="#">How To #214 Schedule WTW Orientation.</a>
Cal-Learn Notification	<p>CL Program Notice Form CL-1 will be sent to <b>both</b> the teen and the head of the AU with an appointment date for the teen parent(s) to attend orientation.</p> <p>The CL Registration, Program Information, Orientation Appointment Notice (CL-1) includes:</p> <ul style="list-style-type: none"><li>• A general description of the CL Program;</li><li>• A description of the supportive services and case management services provided to teen parents;</li><li>• A statement that the notice is not a notification of program requirements and that CL Program requirements shall be provided during the teen parent's orientation; and</li><li>• The date the teen is scheduled for orientation.</li></ul>

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**Orientation  
Elements**

CL Orientation elements are processed through the following actions:

Process	Action
Orientation Appointment Sessions	<p>Orientation appointment sessions:</p> <ul style="list-style-type: none"> <li>• Are required to be scheduled and maintained in Program Provider Maintenance Subsystem in CalWIN by the case management agency.</li> </ul> <p><b>Reference:</b>  <a href="#">How To #520 Set-up Employment Services Activity Slots</a></p> <ul style="list-style-type: none"> <li>• May be conducted individually or in a group at the CL site, school, other public place, or the teen's home; and</li> <li>• Are required to include written and oral descriptions of the program.</li> </ul>
90 Day Participation Period	<p>Begins the first day of the month following the day:</p> <ul style="list-style-type: none"> <li>• The date the teen attends/completes the CL Orientation (based on Orientation appointment date listed on the CL-1); <u>or</u></li> <li>• The date the teen and the head of AU is provided/mailed the CL-2 and CL-8 when the teen failed to attend/complete the scheduled CL Orientation.</li> </ul>
Cal-Learn Program Requirements	<p>The CL-2 describes the CL participation requirements, which include:</p> <ul style="list-style-type: none"> <li>• Full-time enrollment and school attendance;</li> <li>• Mandatory participation until either a high school diploma or its equivalent is received or until the teen reaches the maximum age;</li> <li>• Required teen assistance in the development of the case plan including the schedule for submitting the progress report or the report card;</li> <li>• Exemption and deferral criteria with an explanation that an exemption or deferral does not provide an exemption from attending school under California Department of Education regulations;</li> <li>• Explanation of bonuses, sanctions, and their consequences;</li> <li>• Consequences of failing to demonstrate adequate progress, and the right to show good cause for failing to demonstrate adequate progress;</li> <li>• Provision of child care, transportation, educational supportive services, and child care for employment purposes;</li> <li>• Client hearing rights;</li> <li>• The teen's responsibility to inform the case manager of a participation problem;</li> <li>• What happens when a break-in-aid occurs; and</li> </ul>

	<ul style="list-style-type: none"> <li>The mandatory WTW participation requirement once a teen exits the CL Program.</li> </ul> <p>For teens residing with a senior parent or other adult, the CL-2 shall be sent to the head of the AU no later than 30 days after the teen parent attends orientation.</p>
Child Care Information	A short presentation shall be given on the importance of child care, on choosing quality child care, and on resources available to participants. The case manager will evaluate each participant's need for child care. If the participant does not already have child care plans, the case manager will provide a referral to the HHSA Stage 1 Child Care, as described in CLPG Section <a href="#">15-000 E. Cal-Learn Supportive Services</a> .
Sharing of Contact Expectations	The presenter shall share the expectation that the teen will interact with their case manager through ongoing contacts. Additionally, the minimal frequency of contacts and assessments are to be discussed.
Intake Appointment	An initial intake appointment with the teen is to be completed within one month of the date the teen completes Orientation.
Deferral and Exemption Status	<p>If requested, the case manager shall make an evaluation of the teen's exemption or deferral status at the Orientation.</p> <p>Refer to CLPG Section <a href="#">15-000 C. Cal-Learn Program Eligibility &amp; Participation Requirements</a> for exemption and deferral criteria.</p>

### Orientation Notification Requirements

Orientation Notices are required to be provided/mailed to the case individuals for the following circumstances:

Individual	Circumstance	Notice
Teen parent	Scheduling the Orientation Appointment	<ul style="list-style-type: none"> <li>Cal-Learn Registration, Program, Information, Orientation Appointment Notice (CL-1).</li> </ul>
Teen Parent	During the Orientation Appointment	<ul style="list-style-type: none"> <li>Cal-Learn Program Requirements (CL-2); and</li> <li>Cal-Learn Notice of Report Card Submittal Schedule (CL-8).</li> </ul>
Teen Parent	Failing to attend the Orientation Appointment	<ul style="list-style-type: none"> <li>Cal-Learn Notice of Participation Problem (CL-3); and</li> <li>Cal-Learn Program Requirements (CL-2); and</li> <li>Cal-Learn Notice of Report Card Submittal Schedule (CL-8).</li> </ul>
Head of AU	Scheduling the Orientation	<ul style="list-style-type: none"> <li>Cal-Learn Registration, Program, Information, Orientation Appointment</li> </ul>

	Appointment for the Cal-Learn Teen	Notice (CL-1)*.
Head of AU	Within 30 days of the teen attending the Cal-Learn Orientation.	<ul style="list-style-type: none"> <li>• Cal-Learn Program Requirements (CL-2)*; and</li> <li>• Cal-Learn Notice of Report Card Submittal Schedule (CL-8)*.</li> </ul>
Head of AU	Within 5 working days of the teen failing to attend the Cal-Learn Orientation	<ul style="list-style-type: none"> <li>• Cal-Learn Informing Notice to Parent/Legal Guardian of Cal-Learn Participant (CL-4)*; and</li> <li>• Cal-Learn Program Requirements (CL-2)*; and</li> <li>• Cal-Learn Notice of Report Card Submittal Schedule (CL-8)*.</li> </ul>

**\*Note:** In the event that CalWIN does not auto-generate client correspondences to the Head of the AU, CL Case Managers are required to send notification to the Head of AU of the teen's CL program requirements.

#### Failure to Attend Orientation

When a teen parent fails to attend the scheduled orientation or otherwise cooperate he/she will continue to receive his/her CalWORKs grant if eligible. However, these teen parents will be subject to sanctions if they do not submit their report cards according to the schedule provided.

Once a teen parent fails to attend Orientation as required, the teen and the head of the AU will be sent notices no later than **five** working days after the scheduled Orientation.

Individual	Notice
Teen	<ul style="list-style-type: none"> <li>• Cal-Learn Notice of Participation Problem (CL-3); and</li> <li>• Cal-Learn Program Requirements (CL-2); and</li> <li>• Cal-Learn Notice of Report Card Submittal Schedule (CL-8).</li> </ul>
Head of AU	<ul style="list-style-type: none"> <li>• Cal-Learn Informing Notice to Parent/Legal Guardian of Cal-Learn Participant (CL-4); and</li> <li>• Cal-Learn Program Requirements (CL-2); and</li> <li>• Cal-Learn Notice of Report Card Submittal Schedule (CL-8).</li> </ul>

The case manager is required to make CalWIN entries at the time the notices have been sent:

- Orientation appointment is referred and scheduled in CalWIN.  
**Reference:** [How To #231 Refer and Schedule Activities](#)
- Ensure the Activity status on the Maintain Activity Status window is "Rescheduled";

- Complete a narrative in Case Comments to indicate the packet(s) were mailed and the Orientation has been rescheduled.

## Erroneous Referrals

The following actions are to be followed for Erroneous Referrals to the Cal-Learn Program:

Responsible Staff	Action
Cal-Learn Case Manager	Narrate in CalWIN Case Comments the reason why the teen should not be in the CL program. If the teen is pregnant or a parent but has a high school diploma or its equivalent, written verification from the school is required before the referral can be classified as erroneous.
Designated Office Staff	<ol style="list-style-type: none"> <li>1. Update the Orientation Activity in CalWIN to: <ul style="list-style-type: none"> <li>• 'Completed' if the teen attended an Orientation appointment; or</li> <li>• 'Disenroll' if the teen did not attend an Orientation appointment.</li> <li>• <b>Reference:</b>  <a href="#">How To #234 Update and Maintain Activity Status</a> </li> </ul> </li> <li>2. Notify the Cal-Learn Liaison of the erroneous referral by: <ul style="list-style-type: none"> <li>• Submitting the Cal Learn Compliance Tracking Tool (27-360) for teens that completed an Orientation appointment</li> <li>• Narrating in CalWIN Case Comments the reason why the teen should not be in the CL program.</li> </ul> </li> </ol>
County Cal-Learn Liaison	<ul style="list-style-type: none"> <li>• Receive/review the 27-360;</li> <li>• Enter a 'Closed' Registration Status for the CL case;</li> <li>• Enter a 'Registered' Registration Status for the Welfare to Work case; and</li> <li>• Assign the client to the appropriate Welfare to Work region.</li> </ul>